Objectives of the Social Sustainability Assessment

• a participatory, **city-specific assessment** of citizen engagement and social accountability in service provision.

• a **framework for analysis** of citizen engagement issues and including indicators/index to monitor and compare progress.

• a people-led solution-identifying process leading to stakeholder-owned **proposals for change**.
Project Workflow

**ACTIVITIES**

1. City Profile & Background
2. FGDs and IDIs
3. PSD Workshops
4. Dissemination Workshop

**OUTPUT**

1. Research template
2. City Profile
3. FGDs and IDIs summary
4. ICT Note (SA framework); 3 key issues
5. Scenarios
6. Action Plan

**ANALYSIS**

1. Inception
2. Identification of Vulnerable Groups
3. Assessment of Findings in context of ICT and SA theories and best practices
4. Reflection on scenarios
Study Team
WB + Int. consultants + Local expertise

I2UD
Literature review, support methodology development, SA Index development, harmonize field research, draft recommendations and city notes

World Bank Team

Co-PLAN
Coordinate/direct field teams, lead survey development, conduct institutional reviews, support drafting of city notes

Field Team Durrës (Co-PLAN)
Field Team Skopje (Coalition for Sustainable Development)
Field Team Prishtina (Archis Interventions/Prishtina)
Field Team BiH (Ms. Elma Demir and Mr. Nenad Galić)
Citizen Engagement & Social Accountability

- Increase knowledge and awareness
- Strengthen integrity in public service
- Identify needs of socially excluded groups
Start with a simple approach that can used as a part of a self-assessment.

A flexible set of questions within each dimension that can be revised to reflect different priorities.

Capture as best as possible both the availability of citizen engagement mechanisms and their effectiveness.

Can be used as part of a social accountability assessment and to monitor city progress over time.

Use of ICT is a cross-cutting theme.
Social Accountability Index
5 Dimensions

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**ENGAGEMENT**
Indicators of level of initiative taken by citizens individually or collectively to take part in civic life.

**PARTICIPATION**
Indicators of the effectiveness of 2-way communication between citizens and their local governments.

**FEEDBACK/MONITORING**
Indicators of how open local governments are to providing information related to local decisions.

**INFORMATION ACCESS**
Indicators of the ability to make productive use of information.

**TRANSPARENCY**
Indicators of how open local governments are to providing information related to local decisions.

**OPPORTUNITIES**
Indicators of Local Government’s openness to citizen participation in decision making.
Social Accountability Index
Overview of results

Participation - Opportunities
Participation - Engagement
Feedback
Transparency - Info Access
Transparency - Info Availability

Durres  Skopje  Banja Luka  Sarajevo  Prishtina  Average

Durres  Skopje  Banja Luka  Sarajevo  Prishtina  Average
## Citizen Engagement & Social Accountability
### Summary of City Action Plans

<table>
<thead>
<tr>
<th>Banja Luka</th>
<th>Pristina</th>
<th>Sarajevo</th>
<th>Durres</th>
<th>Skopje</th>
</tr>
</thead>
<tbody>
<tr>
<td>Web and SMS platform for monitoring transport services for vulnerable groups</td>
<td>Upgrade City Website</td>
<td>Information Center on governance structures, rights, obligations and services.</td>
<td>Incorporating Social Accountability in the City Development Strategy</td>
<td>Citizen Database</td>
</tr>
<tr>
<td>Information Desks on employment opportunities</td>
<td>Citizen Charter and Calendar of activities</td>
<td>Local Community Councils Revitalization</td>
<td>Participatory Budget</td>
<td>Representation for Disability groups</td>
</tr>
<tr>
<td>Upgrade City Website</td>
<td>Monitoring as part of City Modus Operandi</td>
<td>Public Fund for Social Entrepreneurship</td>
<td>Upgrade City Website</td>
<td>48-hr response requirement for citizen queries</td>
</tr>
</tbody>
</table>
Urban Partnership Program II
Proposed Social Sustainability &
Citizen Engagement (SSCE) Package

- Keep the successful workflow of the UPP I Social Sustainability Assessment.
- Focus on useful/ existing citizen engagement mechanisms in cities and increase emphasis on social inclusion.
- Expand the SSCE Package to reach a critical mass of cities in a phased approach, building on UPP I.
- Integrate an opportunity to update/ implement City Action Plans of UPP I (technical assistance to five UPP I cities).
UPP II
Going Forward…

**UPP II Solution Package**

- **New municipalities to participate**
  - MFSA
  - UP
  - SA
  - AC

- **Former municipalities (UPP I)**
  - Offer SA in addition to MFSA/UP/AC which already have been implemented

- **Former municipalities (UPP I) with City Action Plan (Social Assessment)**
  - TA for
    - Banja Luka
    - Durres
    - Pristina
    - Skopje
Thank You!